

Abstract

A method and apparatus are provided for routing a call within an automatic contact distributor. The method includes the steps of transferring control of the call to a buffer server, setting up a call connection between an agent of the automatic call distributor and a client of the automatic call distributor through the buffer server, re-addressing SIP messages received by the buffer server from the agent and forwarding the re-addressed SIP messages to the client and re-addressing SIP messages received from the client and forwarding the re-addressed SIP messages to the agent.